

Iowa Dental Wellness Plan Report – 3rd Qtr. 2015

Operations	<ul style="list-style-type: none"> • Activities/Results <ul style="list-style-type: none"> ○ Customer Service calls received for quarter: 15,121 ○ 514,440 dental services provided to 59,549 unique members ○ Completed Risk Assessments to date: 27,889 members ○ 19 local Public Health Agencies are providing outreach and referral services to DWP members and working with community providers to increase awareness • Claims <ul style="list-style-type: none"> ○ Processing Time (average): 8.75 days ○ Payment for Claims: \$8,826,051.35 • Complaints/Appeals <ul style="list-style-type: none"> ○ 41 complaints, 40 resolved ○ 4 appeals, 4 resolved ○ No reports from members on not receiving timely services • Network <ul style="list-style-type: none"> ○ Number of dentist providing services 7/1- 9/30, 2015: 715 ○ 642 General Dentists ○ 51 Oral Surgeons ○ 6 Periodontists ○ 4 Pedodontists ○ 2 Endodontists ○ 10 Prosthodontists
DWP Benefit Design and Related Data	<ul style="list-style-type: none"> • To date members that have received services <ul style="list-style-type: none"> ○ 96.9% received a Diagnosis and Prevention Service ○ 43.4% received a Stabilization Service ○ 32.5% received an Emergent Service • Earned Benefits <ul style="list-style-type: none"> ○ 28% of members are eligible for the enhanced tier